

## Incite Collective Privacy and Dignity Protection Policy

### 1. Policy Statement

Our Organisation is dedicated to maintaining the personal privacy and dignity of every participant who engages with our services. We are committed to upholding consistent processes and practices that protect and respect each participant's privacy rights.

### 2. Purpose

The Privacy and Dignity Protection Policy aims to establish a framework that ensures preserving the personal privacy, dignity and confidential information of every participant who engages with our organisation's services. This policy serves as a guiding document that outlines principles, practices and responsibilities necessary to upholding the highest standards of privacy, confidentiality and respect for the rights and preferences for our participants. We aim to create a secure and trust-based environment where participants can confidently share their information, knowing it will be handled with the utmost care and consideration for their preferences. This policy underscores our unwavering commitment to safeguarding the well-being and rights of those whom we serve, fostering an atmosphere of dignity, trust, and empowerment in all our interactions and operations.

### 3. Policy Objectives

- 3.1 Establish clear guidelines and procedures for collecting, using and protecting participant information.
- 3.2 To ensure that participants are informed about our privacy practices and their rights regarding their personal information.
- 3.3 To safeguard the dignity and confidentiality of participants in all interactions with our organisation.

### 4. Policy Guidelines

- 4.1 Collection and Use of Personal Information

4.1.1. Incite Collective will only collect personal information from participants that is necessary for the provisions of our service delivery in accordance with the Privacy Act 1988 (Cth) and the National Disability Insurance Scheme Act 2013 (Cth) when dealing and managing of personal information.

4.1.2 Participants will be informed of the specific purposes for which their personal information is being collected, and their consent will be obtained before any information is gathered. This is completed upon first engagement with Incite Collective through our Privacy and Consent to Share form and Service Agreement

4.1.2 Personal information collected will be used solely for the purposes it was collected unless participants provide explicit consent for other uses or disclosure is required.

## 4.2 Confidentiality and Security

4.2.1 All contractors, partners, volunteers and students must maintain the confidentiality and security of participant information. Unauthorised access, use or disclosure of participant information is strictly prohibited.

4.2.2 We will implement appropriate safeguards, including technical and organisational measures, to protect participant information from unauthorised access, theft, or misuse.

4.2.3 Any breach of participant confidentiality will be promptly investigated, and corrective actions will be taken to prevent future breaches.

## 4.3 Informed Consent and Communication

4.3.1 Participants will be provided with clear and understandable information or use of their personal information at any time, and we will respect their choices within the bounds of legal, duty of care and risk of dignity practices.

4.3.2 We will communicate with participants using language, modes of communication and terms that are accessible and tailored to their individual needs and preferences.

4.3.3 Participants will be provided with clear and understandable information about our privacy and confidentiality policies, including how their personal information will be handled.

## 4.4 Training and Compliance

- 4.4.1 All staff members will receive training on privacy and confidentiality protection, and they are responsible for adhering to these principles in their interactions with participants.
- 4.4.2 Compliance with this policy is mandatory and failure to comply may result in disciplinary action as outlined in our organisation's code of conduct and disciplinary procedures.

## **5. Review and Continuous Improvement**

This policy will be reviewed regularly to ensure its ongoing relevance and effectiveness. Feedback from participants, their families or advocates and staff members will be considered in improving our privacy and protection practices.

## **6. Responsibilities**

All contractors, partners, volunteers and students are responsible for implementing and upholding this policy in their interactions with participants. Partners at Incite Collective are responsible for providing the necessary resources and training to support staff in fulfilling these responsibilities.

This policy underscores our unwavering commitment to safeguarding every participant's privacy, dignity, and rights. We aim to create an environment where participants can trust that their personal information is handled with care, confidentiality, and respect.